



MECKLENBURG COUNTY IS SEEKING A DIVISION DIRECTOR OF ECONOMIC SERVICES FOR DSS



ABOUT THE COUNTY

Mecklenburg County is home to approximately 1,000,000 residents and the City of Charlotte. With 6.9 million residents within 100 miles, Mecklenburg County and Charlotte lie in the heart of a region that is the sixth largest urban area in the United States.

Mecklenburg County has the largest population of any county in the state of North Carolina. The County includes the City of Charlotte; towns of Cornelius, Davidson, and Huntersville (north of Charlotte); and the towns of Matthews, Mint Hill, and Pineville (south and southeast of Charlotte). Mecklenburg County is the most populous county between Atlanta, Georgia and Washington, D.C. in fact, between 2005 and 2015, the metropolitan region's population growth rate averages 2.6 percent.

Over the last decade, Mecklenburg County has attracted a large and growing number of people from around the country and the world. As a major hub for American Airlines—one of the country's largest airlines—it is easy to get to Mecklenburg County. This access has helped attract several Fortune 500 and 1000 companies that bring millions of investment dollars in to the local economy. With a world-renowned park and recreation system, a range of professional and minor league sports teams and the diverse communities, people who come to Mecklenburg County find an energized downtown and a variety of living options.

The North Carolina Constitution gives residents of all counties the right to elect a Board of County Commissioners (BOCC). Since 1994, Mecklenburg County has been

governed by a nine-member BOCC with six members elected by districts and three elected at-large. The BOCC appoints a County Manager who is the COP of the Consolidated Human Services Agency. For more information about Mecklenburg County, please visit the County website at MeckNC.gov.

Mecklenburg county provides an environment where you can touch and enrich lives every day in countless ways. It's not just a place to work—for some, it's an opportunity to serve their neighbors and make a difference in our community. For others, the role they take on fulfills a lifelong pursuit in an area of study. Whatever the reason you choose to work for the County, there is an opportunity for personal growth, professional development, and to truly make a difference in people's lives.

DEPARTMENT OVERVIEW

Mecklenburg County Department of Social Services (DSS), a department within the county's Consolidated Health and Human Services (HHS) organization, promotes self-reliance, self-sufficiency, and works to prevent abuse, neglect, dependency and exploitation of vulnerable individuals, children and their families. The department's mission is to strengthen families and communities through a safety-net of services, collaboration and hope. The department consists of more than 1300 employees among five divisions and has an annual operating budget of \$163M.

Our vision is to define and cultivate an organizational culture that is more compassionate and understanding toward each other and our clients. Mecklenburg County has implemented an integrated service delivery model of County and Community-based services, focused on supporting residents presenting needs along Social Determinants of health. As such, DSS and other HHS department staff within the Consolidated Health and Human Services Agency have been deployed in place-based community resource centers (CRC's), to provide wrap-around services for customers requesting assistance.

This requires a matrixed governance structure which embodies a shared responsibility and leadership approach for staff stationed at these locations in partnership with leadership from the Department of Community Resources (DCR).

This DSS Staff located at the CRC are aligned to their primary department of service to ensure consistency and quality of program administration, operational direction and reporting is governed by DCR leadership at each site. This model allows each site to respond

appropriately to service needs at the individual location, while ensuring the overall integrity of program performance is maintained. DSS and DCR leadership work in tandem to ensure that the objectives of the overall Consolidated HHS Organization are obtained. DSS is comprised of five divisions:

Clinical & Contractual Services:

A cross-functional team that provides behavioral health consultation, technical assistance and expertise to the Departments within the county's Consolidated Health & Human Services Agency.

Economic Services:

The DSS's Economic Services Division manages the delivery of health and human-related services for our most vulnerable citizens in Mecklenburg County, specifically our children, elderly, disabled and low-income families. Economic Services is responsible for administering the following programs: Food and Nutrition Services (SNAP) , Work First (TANF), Medicaid and Employment Services.

Services for Adults:

provides protective services for seniors and adults with disabilities and is also responsible for providing services that help them maintain their independence and/or remain in their home community, providing coordinated non-emergency medical and general public transportation.

Youth & Family Services:

Provides services and information to protect children by strengthening the capacity for self-sufficiency of families whose children's health, welfare and safety are at risk due to their circumstances of behavior which necessitate public intervention.

Operation, Strategy & Innovation:

Responsible for coordinating organizational support across all department programs.

Additional information regarding the Department of Social Services can be found here:

<https://www.mecknc.gov/dss/Pages/home.aspx>



QUALIFICATIONS

The Economic Services Director leads the Economic Services Division (ESD) which employs approximately 650 employees and has a fiscal oversight of an approximately \$75 million budget. The ESD Director reports to the Department Director and delivers overall management of the day-to-day operations of the division. The incumbent provides leadership in assigned organizational and program initiatives as well as guidance and direction to the ESD Management Team which the incumbent directly supervises along with other assigned support staff.

- Performs strategic planning initiatives.
- Ensures Federal, State and Local policy, rules and regulations are followed.
- Provides oversight and direction for implementation of programs/services.
- Coordinates within the department across divisions.
- Represents division County-wide and to Commissioners.
- Leads legislative initiatives.
- Has line authority over the division.
- Makes decisions on the day-to-day operations of the division.

MINIMUM QUALIFICATIONS

Experience & Education:

Bachelor's Degree in a related field and five years of progressively responsible management experience directly related to the area assigned OR Master's degree in related field and three years of program experience with 2 years of supervisory experience.

Equivalent Experience for Education Accepted: yes

Licenses and Certifications:

Valid NC or SC driver's license and the ability to obtain and maintain a County Operator Permit.

Preferred Qualifications:

Knowledge of federal and state policy related to the delivery of public assistance programs. Demonstrated ability to implement large scale change to improve service delivery in a social service setting.

KNOWLEDGE, SKILLS & ABILITIES

Knowledge of:

- Business and management principles involved in strategic planning, resource allocation, human resources, modeling, leadership technique, project management, production methods, and coordination of people and budgetary resources.
- Principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- The structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Laws, legal codes, court procedures, precedents, government regulations, and agency rules, and the political climate.
- Expertise in area of assignment.

Skilled in:

- Considering the relative costs and benefits of potential actions to choose the most appropriate one. Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Capacity to lead organizational change and program enhancement. Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Talking to other to convey information effectively.
- Adjusting actions in relation to others' actions.

Abilities:

- Building Strategic Work Relationships—Developing and using collaborative relationships to facilitate the accomplishment of work goals.
- Aligning Performance for Success—Focusing and guiding other in accomplishing work objectives.
- Strategic Decision Making—Obtaining information and identifying key issues and relationships relevant to achieving a long-range goal or vision; committing to a course of action to accomplish a long-range goal or vision after developing alternatives based on logical assumptions, facts, available resources, constraints, and organizational values.
- Formal Presentation—Presenting ideas effectively to individuals or groups when given time to prepare; delivering presentations suited to the characteristics and needs of the audience.
- Leading through Vision and Values—Keeping the organization's vision and values at the forefront of associate decision making and actions.

COMPENSATION & BENEFITS

A competitive salary based on experience will be offered for the Economic Services Director position with generous benefits. Benefit include medical, dental, vision care, flexible spending accounts, short- and long-term disability as well as basic and supplemental term life insurance. The selected candidate will be automatically enrolled into the North Carolina Local Government Retirement System upon their employment. In addition, there is optional participation in one of two deferred compensation plans, a 457 Plan or 401(k) Plan, with a 5% match from the County.



APPLICATION & SELECTION PROCESS



Qualified candidates please submit your resume online by visiting our website at careers.mecknc.gov

Resumes will be screened in relation to the criteria outlined in this brochure. Selected candidates will be invited for an interview.

For more information, please contact:

please contact: Rena.Lydia@mecklenburgcountync.gov

Mecklenburg County is an Equal Opportunity Employer and values diversity in all its workforce. Visit the Mecklenburg County web site at: MeckNC.gov